

Client Satisfaction Survey

May 2021

	Poor	Fair	Good	Excellent	N/A
Reaching the agency by phone		1	4	42	
Scheduling appointments		1	4	42	
Employees treat me with respect				47	
My needs are responded to promptly			2	45	
The medical provider spent enough time with me during my appointment			4	41	2
When necessary, I am told where I can get other services I need		1	4	41	1
My follow-up instructions are explained to me			3	43	1
I believe my information is kept confidential and private			1	46	
I know how to report a problem with services I receive			6	41	
Staff members are polite		1		46	
Overall, I would rate the services I receive as			1	44	2
I would rate my overall health as		4	17	26	
			No	Yes	N/A
Would you use a patient portal to access your Northland Cares health records?			13	32	2

Northland Cares currently provides outpatient medical service to approximately 222 clients. Services are provided by two physicians at the Prescott site and one physician at the Cottonwood site. Surveys occurred at both clinic locations over an eight-week period.

As a result of this survey Northland Cares will be offering all Clients access to a Patient Portal.

All clients will also be further instructed on how to report a problem with the services they receive.